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Product Description

Product Number: 4209.16.15

SIRCON CX, PM, PX, PE APPLICATIONS

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Product Owner:
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Sircon helps companies and individual producers in the insurance industry keep track of requirements needed to be legal to sell insurance in all 50 states as well as facilitate the processing of licenses, license renewals, continuing education filing, contracting and other activities related to insurance compliance.

Sircon is able to connect producers, agencies, carriers and education providers with state regulators in real-time over the web in order to produce faster response times, accurate regulatory and compliance data.

Sircon keeps abreast of all the regulations for all 50 states so you don't have to worry about them, and provides the necessary connection to the state so you can focus on serving the needs of your producers faster.

Sircon Applications are primarily Java J2EE applications that interfaces with Oracle back-end databases hosted in a Tier 4 data center in Dallas TX with a Tier 4 backup data center in Atlanta GA.

The hours of support required for the applications below are listed below.

Application	Support Hours	Days of Week
Applications listed below	Business Hours: 8:00 am to 5:00 pm Mtn	Monday through Friday except State Holidays

Product Features and Descriptions

Feature	Description
Sircon Applications	

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Compliance Express Individual Producer	<ul style="list-style-type: none"> ● Apply for a license ● Renew or Reinstate your license ● Print a license ● Look up education courses/credits ● Check license renewal status ● Check license application status ● Request a letter of certification ● Update your name or address ● Find your license number/NPN ● Check your status with a state ● Maintain your firm association ● Update email address with a state
Compliance Express Agency Producer	<ul style="list-style-type: none"> ● Simplified licensing ● Electronic appointment tracking ● Online renewals ● Efficient education requirements and tracking ● Easily maintained demographic changes
Producer Manager	<p>Sircon's <u>Producer Manager™</u> combines at-a glance reporting with a warehouse of your producers' business-critical data, delivering the ability to:</p> <ul style="list-style-type: none"> ● Add new producers to your firm's internal systems straight from trusted data sources ● Track carrier appointments, license renewals, and continuing education in one spot ● Generate sophisticated reports in a variety of configurable formats ● Supply your existing admin systems with confirmed data, via speedy data feeds, in real time ● House business rules and manage necessary state codes from one central location

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ProducerEDGE	<p><u>ProducerEDGE™</u> combines state-of-the-art online reference tool with robust archival and audit trail capabilities, giving you the ability to:</p> <ul style="list-style-type: none"> ● Stay up-to-date with changing regulations, across multiple states, in ONE place ● Receive real-time regulatory updates ● Configure customizable notifications ● Utilize powerful assessment tools ● Maintain a virtual evidence room for bullet-proof audit trails
Reconciliation Services	<p>Sircon's Reconciliation Services give you the peace of mind of knowing that your data is accurate, while you focus on doing business.</p> <p>Staying abreast of constantly changing state rules and regulations, and ensuring that your potentially costly data discrepancies are resolved across over 50 regulatory jurisdictions.</p>
Compliance Express Carrier / Insurer	<p>More than 1,500 insurance carriers rely on Sircon to help manage their producer lifecycle needs. Whether it's sourcing and onboarding new producers or keeping track of them and maintaining ongoing compliance with the states. Services include all of those for Agency Producers.</p>
Producer Express	<p>Producer Express streamlines the sourcing, recruiting, contracting and hiring process, which automates the various steps in finding and acquiring a new producer. It delivers flexibility and responsiveness to the organization's recruiters, enabling recruiting and licensing to act quickly and decisively on potential producers.</p>

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Continuing Education Providers	<ul style="list-style-type: none"> • Available Course Offerings Inquiry • Approved Courses Inquiry • Approved Providers Inquiry • Classroom Offering Maintenance • Continuing Education Course Completions • Upload Continuing Education Course Completions • Pre-licensing Education Course Completions • Upload Pre-licensing Education Course Completions • Education Activity Inquiry: Search for transactions submitted by the provider • Continuing Education Course Application • Course Renewals • Education Information Center: View recent provider notifications, lookup state contact information and download instructions and forms • Generate course completion certificates automatically
Producer Edge	<p>ProducerEDGE™. This service gives insurance agents, adjusters, customer service representatives (CSRs), and other insurance licensees the ability to manage their own insurance licensure and compliance easily online. Licensees can also track continuing education requirements against completions and remain abreast of status changes resulting from requests to each of the 50 state departments of insurance.</p> <p>ProducerEDGE™ grants producers access to a full menu of compliance services such as “Apply for a license” and “Renew a license,” in addition to providing them with a personalized compliance tool which remembers them each time they return, from one convenient and secure online location.</p>
Application Service Desk (Tier I and Tier II)	<p>A first line response application service desk is available. Most application support issues can be resolved by first contact resolution. At present the application service desk is a store & forward system that is managed by DTS/DET. There are issues, such as data fixes, that need extended application support, SIRCON Applications extended application support is provided by the SIRCON in Okemos MI. In most cases the application service desk requires the skills of an Applications specialist, a data analyst or a business analyst; See Service Levels and Metrics.</p>

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Up Time / Availability	<p>SIRCON Applications are required to be up and operational during the hours that the UID offices open for business (8:00 a.m. to 5:00 p.m. Monday thru Friday excluding holidays Mountain time. Public hours are 8:00 a.m. to 5:00 p.m.).</p> <p>The SIRCON Applications databases are required to be up for State and industry access as well as certain back-end processes that run during business off hours (24x7 with scheduled maintenance windows). See Service Levels and Metrics.</p>
Extended Application Service Desk (Tier III & Tier IV)	SIRCON Applications extended applications service desk support is provided by the SIRCON Help Desk (Tier II, Tier III and Tier IV type incidents). DTS embedded staff will work closely with SIRCON Help Desk staff to resolve issues as needed.

Features Not Included

Feature	Explanation
Extended Application Service Desk (Tier III & Tier IV)	Extended application service desk including DBA data fixes, business rule modifications, or coding issue resolution are not supported in most instances by DTS. Extended applications service desk support and DBA data fixes are provided by the SIRCON help desk (most Tier II, Tier III and Tier IV incidents). DTS embedded staff will contact and work closely with the SIRCON Help Desk staff to resolve issues as needed.

Rates and Billing

Feature	Description	Base Rate
Application Service Desk (Tier I & Tier II)	DTS staff provides first line application service desk support.	See Enterprise Rates
Application Support Specialist	DTS staff provides application specific support.	See Enterprise Rates
Applications Data Analyst	DTS staff provides data analysis services as needed.	See Enterprise Rates
Application Business Analyst	DTS staff provides business analyst services as needed.	See Enterprise Rates
Hosting	Hosting Services	See Enterprise Rates

Ordering and Provisioning

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Potential SIRCON CX, PM, PX State Applications users, SIRCON Applications users and/or DTS support personnel make requests for provisioning (login and role assignments) via the DTS Enterprise Service Desk which in turn is requested through the SIRCON Help Desk. Industry makes ordering and provisioning requests directly to the SIRCON Help Desk.

Application bugs and desired features or enhancements are also initially reported / requisitioned via the DTS Enterprise Service Desk.

DTS Responsibilities

1. Ensure appropriate changes are made in the associated applications and interfaces to and from SIRCON Applications to keep them in sync with changes being made to the SIRCON Applications application. The SIRCON is responsible for applications and interfaces that communicate SIRCON Applications. Whereas DTS is primarily responsible for applications and interfaces locally as developed by DET, Utah Interactive and other 3rd parties. DTS will coordinate testing with these ancillary systems as needed.
2. Assist the Insurance Department in defining requirements for enhancements and legislative changes. Raise issues to Insurance when decisions need to be made related to how a change should be implemented from a business perspective.
3. Define technical requirements for enhancement requests and legislative changes.
4. Provide project management for SIRCON Applications Releases, conversions or implementations when required.
5. Perform the first round of testing and run regression scripts on SIRCON Applications UAT iterations / releases.
6. Communicate changes being made to the SIRCON Applications application to UID and 3rd parties that interface with the SFS application. Coordinate testing of the interfaces with these applications. 3rd Parties and other DTS State agencies that need to be made aware of changes include: UII (CAS, CLR, IPS), Paymentech (Credit card authorization & settlement), Medicap, Adobe eForms, SIRCON, etc.
7. Coordinate business rule and configuration table changes making sure any changes that affect any 3rd parties are communicated to and coordinated with all parties.
8. Evaluate proposed legislation with respect to impacts on the SIRCON Applications application. Identify changes in consultation with SIRCON and 3rd parties, to the application necessary to implement the legislation and estimate the DTS, SIRCON and others efforts required to make the changes and/or enhancements.
9. Provide first line / first contact resolution application support to fix problems with the SIRCON Applications and database, print documents, etc.
10. Maintain other systems needed to support the SIRCON Applications application: Systems DTS/UID is responsible for supporting or coordinating the support for including; Sircon CX business rules, Sircon CX UID account administration, Sircon account and role administration, SIRCON business rules administration, SIRCON first level application support and others.
11. Provide management and administration for 3rd party applications that support the DTS development and change management processes. This includes version control for software and documentation, and Service Desk problem tracking and management.

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Agency Responsibilities

1. Define business requirements for changes being requested in the SIRCON Applications application.
2. Request required reference table changes to support new transactions, product coding matrix or other approved changes for SIRCON Applications.
3. Report bugs discovered in the application in Remedy or to the DTS Enterprise Service Desk. Identify what the user was doing when the bug occurred, any error messages encountered and steps to reproduce the problem.
4. Perform Acceptance Testing of each SIRCON Applications release, paying particular attention to bug fixes and enhancements that have been assigned to the build / iteration.
5. Run user regression tests as established by Module Documentation on each SIRCON Applications release as requested and report any errors found to DTS.
6. Cooperate with DTS and SIRCON Applications staff as subject matter experts when requested.
7. UID employees will report incidents using the criteria listed below:

<u>Urgency</u>	<u>Definition</u>
• Low	• Routine request
• Medium	• Work impacted
• High	• Work stoppage with work around
• Urgent	• Total work stoppage

DTS Service Levels and Metrics

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Sircon for States (SFS) is required to be up and operational during the hours that the UID offices open for business (8:00 a.m. to 5:00 p.m. Monday thru Friday excluding holidays Mountain time. Public hours are 8:00 a.m. to 5:00 p.m.). The databases are also required to be up for consumer and industry access as well as certain back-end processes that run during business off hours (24 x 7 with scheduled maintenance windows). While Sircon Corporation is responsible for the actual service 24x7, there is a replicated database locally, customized applets, reports, and other third party applications that rely on 24x7 access to the Sircon databases.

- **Hours of support coverage for the Insurance Department includes 8:00 AM – 5:00 PM Mtn Monday – Friday.**
- **Sircon Corporation is responsible for extended application support and hosting of the service. See Sircon For States PD Exhibit A 4209.02.13a for Sircon Corporation's Support, SLA, System Performance and Operating Objectives.**

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
Sircon CX, PM, PX, PE	99.00%

Times exclude those tickets in a "Pending" status waiting a known bug fix.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%

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High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied

